

IOWAccess Advisory Council Meeting
Minutes of March 13, 2003
F i n a l

Present: Quent Boyken, Jane Ginapp, Sheila Casteneda, Kelly Hayworth, Miriam Ubben, Herb Strentz

Absent: Gail Flagel, Marsha Ternus, Bob Skow, John Wellman, Robert Dvorsky, Mary Lundby, Craig Hiemstra, Libby Jacobs, Marsha Carter, Richard Neri, Corlis Moody, Greg Stevens

Guests: Dan Combs, Diane Van Zante, Larry Murphy, Tim Erickson, Debbie O'Leary

1) Approve Minutes - There were no corrections to the minutes for September and November, 2002.

2) Chair Remarks - Quent Boyken explained that under proposed legislation, the Information Technology Department (ITD) will be rolled into a larger unit and will no longer be a separate agency. When this board began, it was exciting and we had a goal of becoming 100% E by 2003. In the last year, we have not had a great deal of substantive issues and funding levels/budget issues have not been on our side, so Queen is questioning the future and importance of this council.

3) Professional Licensing – Paul Carlson advised that we have been working with the Board of Medical Examiners and Board of Nursing. Both now have online license renewal capability, which has been facilitated by ITD. We are seeking a convenience fee for online renewals to help recover our cost in this application and process. Per a recommendation from the Attorney General's Office, the Boards have chosen to go through the process of adding a rule about having a convenience fee and they will consider it at their April 3 meeting. Since they desire to go through this process, the IOWAccess Advisory Council cannot yet vote on this matter. ITD is not trying to recoup development costs, the convenience fee covers ongoing maintenance costs.

4) Update on Current Projects – Tim Erickson, Iowa Interactive.

a) The Driver's License Record search capability is up and running. This began March 3, and to date, there have already been 32,424 searches, thus collecting \$275,604. ITD's share of this is \$3.00 per record. We have already realized the number of records this month that were originally anticipated for an entire month, so we are ahead of what was anticipated. We expect the numbers to be better than originally thought.

b) Hunting and Fishing – Two interviews have been conducted with DNR staff. Draft functional specifications have been completed. An MOU is currently being drafted and negotiated between ITD and DNR.

5) Upcoming Identity Security Meeting – Dan Combs. We have been working with financial institutions that are required to gather and verify identity information. There is currently no good system to do this. We have been meeting over the past few months to draft solutions. The next meeting is tomorrow afternoon. There is a requirement that we maintain privacy and that the information goes no further than is needed. We will look at state databases and will only verify that the information matches or it doesn't. Quent asked if this would be fee based or free. Dan responded that we do not yet know. Herb asked what mechanisms there are in state government for monitoring the requirements of the Patriot Act. Dan responded that Iowa seems to be one of the first governments to take this issue on. We are working with a gentleman from MIT (Dan Greenwood) who will serve as our auditor on this process and help us with privacy protocols. We must become an expert in this area. The way identity is verified now, you end up exposing additional information that is really not needed.

6) Update on State of Iowa Website – Tim Erickson, Iowa Interactive. In February, there were over 108,000 unique visitors. Right now, the big items are tax forms. We are in the process of reviewing the state webpage and will be proposing a brand new State of Iowa webpage. Seventy percent of Iowans have access to the Internet. Sixty-five percent of citizens expect access to government information via the web. At present, 98 of 99 counties are participating in the online payment of property taxes. Instead of being inline with what other states are doing, we want to be a step ahead. Quent asked what happened to the initiative to have advertising on the state website. Dan explained that past efforts to bring a vendor on board to oversee this process have not panned out, but we are still looking at the possibility. Our plan is to finalize the first draft of the site by April. We are looking at a final implementation date of about June 1st. Sheila mentioned the importance of content on the state website and making sure that it is updated frequently so that in the Spring of 2003, you no longer see wording such as "as we approach this winter season..."

7) Legislative Update - HF534 combines the Information Technology Department, Department of Personnel, Department of General Services, and the Finance portion of the Department of Revenue and Finance in that all of these units provide services to other state agencies. This is not just a consolidation of services, but a rethinking of how state government does business. Customer councils are being formed to determine prices for utility services (any customer of that service would have input into the price, type, and level of service). The bill does preserve the IOWAccess Advisory Council and the Information Technology Council. Bill language does not address the ICN, however the inclusion of the ICN will be accomplished through 28D and 28E (contractual) agreements. It is expected that the ITD/ICN division will be headed by John Gillispie. HF534 just passed out of committee this week. There are a number of supporters in the legislature for this effort. Quent feels that this bill ratchets down the importance of technology in state government. Sheila asked what prompted this consolidation. Debbie advised that it was due to a large budget cut and the desire to reconsider the way the state does business.

A handout was distributed detailing the status of legislation that was discussed at previous IOWAccess Advisory Council meetings. The information is as follows:

- a) Department clean up bill – withdrawn, included in Department of Administrative Services (DAS) bill.
- b) Operational changes – withdrawn, included in DAS bill.
- c) Anti-spam bill – assigned HSB263.
- d) Prohibition of telemarketing sales calls – to leadership.
- e) Chapter 22 dealing with confidential records – to leadership.
- f) Background checks – assigned SSB1080.
- g) Identity security – withdrawn.
- h) Identity theft advocate – assigned HSB56.

Additional agenda items:

8) ITD Enterprise Quality Assurance Office Technology Audit Report for FY02 – A section of the state code requires an annual technology audit. The bottom line in this year's report is found on the last page of your handout.

9) Update on Courts – Larry Murphy (handout). Electronic public access is about the same. On an average day there are 75,000 hits for court information. Enhanced Electronic Secured Access to Court Information has increased. Believe at last report, there were about 600 registered users. Now there are 1100. Enhanced Electronic Public Access to Court Information (for a fee) – We have seen an increase in this area also. We currently have about 750 users and have collected about \$40,000 in fees. We plan to announce and deliver a new product called E-Pay in May, 2003. This will allow payments for traffic and scheduled violations by credit card through the Internet. We will be surveying our current customers, making a big push on marketing, and will look at former customers who have dropped out to determine their reasons for doing so.

The meeting adjourned at 10:35.